

**ONLINE MULTIPLE SERVICE SYSTEM  
FOR HOME USER**

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**UNIVERSITI UTARA MALAYSIA 2002**



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# **ONLINE MULTIPLE SERVICE SYSTEM FOR HOME USER**

**A Thesis submitted to the Graduate School in partial  
fulfillment of the requirements for the degree  
Master of Science (Information Technology),  
Universiti Utara Malaysia**

**by**

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## ABSTRAK

Projek ini bertujuan untuk membangunkan satu sistem e-dagang interaktif yang menawarkan pelbagai perkhidmatan untuk para pengguna. Dengan sistem ini, pelbagai perkhidmatan yang diperlukan oleh pengguna boleh diperolehi dengan senang.

Bidang perkhidmatan sering menghadapi pelbagai kekangan untuk terus berkembang. Revolusi teknologi maklumat dan komunikasi yang memberi sumbangan terhadap e-dagang sepatutnya dapat membantu bidang perkhidmatan menyelesaikan kekangan yang dihadapi. Konsep e-dagang ini bukan sahaja membolehkan pelanggan dapat membeli-belah dengan hanya klik pada tetikus, tetapi melalui sistem terbuka Internet ini, pengguna juga dapat memilih jenis perkhidmatan yang diperlukan dengan senang. Sistem berunsur interaktif serta beroperasi 24 jam sehari ini membantu bidang perkhidmatan memperluaskan pasaran, pada masa yang sama ia juga mewujudkan hubungan mesra antara penawar dan pelanggan serta membantu syarikat menguruskan maklumat dengan lebih efektif.

Metodologi yang diguna untuk membangunkan sistem ini melalui empat fasa penting iaitu fasa analisis sistem, fasa rekabentuk sistem, fasa pembangunan sistem dan fasa pengujian sistem. Dalam fasa analisis sistem, pengumpulan serta analisis maklumat yang berkenaan dilakukan. Fasa rekabentuk sistem ialah menentu arah untuk membangunkan sistem ini. Bahasa pengaturcaraan seperti Active Server Pages (ASP), VBScript, JavaScript, Structure Query Language (SQL) dan HyperText Markup Language (HTML), serta perisian seperti Microsoft Visual InterDev, Macromedia Dreamweaver, Microsoft Structure Query Language (SQL), Adobe Photoshop dan Coffee Cup GIF Animator diguna untuk membangun sistem baru ini dalam fasa pembangunan sistem. Sistem yang dibangunkan diuji dalam fasa pengujian sistem sebelum diimplementasikan.

## ABSTRACT

The aim of this project is to develop an online multiple service system for the home users. The home users may choose the services they need easily through this interactive online system.

The few problems encountered by the services sector are hindering its' future development. The revolution of Information Technology and Communication that has contributed to the e-commerce should help the services sector to solve these problems. The e-commerce should not only allow consumers shop on the web through the Internet online system, consumers should also have the opportunity to choose the services they need conveniently. The interactive online system that operates 24 hours a day helps the services sector expands the market; generate a closer relationship between the suppliers and the consumers. Meanwhile the online system also improves the company's ability to manage the information inside the company more effectively.

The methodology choosen to develop this online system involving four phases. These four phases are system analysis, system design, system development and the system testing. System analysis is the process of gathering and analysing the information. System design decides the way to build the new system. Programming language like Active Server Pages (ASP), VBScript, JavaScript, Structure Query Language (SQL) and HyperText Markup Language (HTML), and the software like Microsoft Visual InterDev, Macromedia Dreamweaver, Microsoft Structure Query Language (SQL), Adobe Photoshop dan Coffee Cup GIF Animator use to develop the system in the system development phase. Finally the system is tested in the system-testing phase before the implementation.

## ACKNOWLEDGEMENTS

This project would not be possible without the participation of many people. I would like to take this opportunity to express my appreciation to my project supervisor, Associate Professor Shahrum Hashim, for his kind tutelage, comments and suggestions in the development of this project. I also would like to express my gratitude to all those who have helped me one way or another throughout all the stages of preparing this project to make this project succeed.

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## BAB SATU: PENGENALAN

## **1.0 Pengenalan**

Perkhidmatan merupakan aktiviti tercetus oleh manusia yang mempunyai sesuatu kemahiran dan ia sering dibayar oleh sesiapa yang memerlukan. Perkhidmatan merupakan salah satu sektor penting kerana ianya juga menyumbang kepada pendapatan yang lumayan terhadap negara. Contoh-contoh industri perkhidmatan ialah industri perhotelan, pengangkutan, telekomunikasi, pengiklanan, perkapalan dan sebagainya. Sektor ini menghadapi batasan-batasan yang menyekatnya untuk terus berkembang. Salah satunya ialah menghadapi persaingan hebat dari industri perkhidmatan yang sama. Ini kerana perkhidmatan adalah berlainan daripada barangan di mana ia boleh mengubahsuaikan pembungkusannya, kualitinya secara fizikal untuk menarik minat pelanggan.

Sektor perkhidmatan perlu berubah dari segi corak perniagaannya. E-dagang merupakan satu perubahan yang dicapai dalam revolusi teknologi maklumat. E-dagang selain menghubungkan perniagaan dengan pengguna, ia juga menghubungkan antara pelbagai industri yang memudahkan proses pembelian. Morgan Stanley Dean Witter (<http://www.deanwitter.com/>) telah menjangkakan penjualan melalui e-dagang pada tahun 2005 adalah di antara US\$21 juta hingga US\$115 juta. Memandangkan teknologi Internet telah mencapai tahap perkembangan yang pesat dan e-dagang semakin mendapat sambutan, maka sektor perkhidmatan sepatutnya mengaplikasikan konsep e-dagang dalam corak perniagaannya supaya dapat membantu perkembangannya pada masa akan datang.

The contents of  
the thesis is for  
internal user  
only

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